



SZSINO-SHINE (HK) LIMITED

华 炫 (香 港) 有 限 公 司

GPS Vehicle Tracker

VT-300 User Guide

V2.9.1



Notice

This manual, as well as the software described in it, is furnished under license and may be used or copied only in accordance with the terms of such license. The content of this manual is furnished for informational use only, is subject to change without notice, and should not be construed as a commitment by GPS Tracker 911. GPS Tracker 911 assumes no responsibility or liability for any inaccuracies that may appear in this book.

GPS Tracker 911 reserves the right to make changes to specifications at any time and without notice. The information furnished by GPS Tracker 911 in this publication is believed to be accurate and reliable; however, GPS Tracker 911 assumes no responsibility for its use, or for infringements of patents or other rights of third parties resulting from its use. No license will be granted under any patents or patent rights owned by GPS Tracker 911.

Contents

1. Product Overview	3
2. Characteristics	4
3. Installation	4
3.1 Hardware and Accessories	4
3.2 View	5
3.3 Functional Parts	5
3.4 Connecting and Installation	6
4. Operating SMS Commands	8
5. Setting SMS Commands	9
6. Real-time GPRS tracking commands	10
7. Alarm information explanation (receiving by mobile phone).....	11
8. Application Guide	12
9. Track by client software	14
10. Web GPRS tracking platform	15
11. Google Earth and Google Map	15
12. FAQ	16
13. Trouble Shooting	16
14. After-sales service and technical support	17

1. Product Overview

VT300 is GPS/GSM/GPRS tracking device developed and designed for vehicle real-time tracking. It's combined with the global satellite positioning technology, SMS/GPRS wireless digital mobile communications. It's also combined with advanced technologies such as GIS geographic information, global satellite positioning, and online trajectory information. It's compatible with the original vehicle alarm devices.

VT300 has built-in SIRF III GPS module to obtain accurate position data and utilizes its SIM900D GSM capability to send the position data to a specified mobile phone or server base for tracking and fleet management.

With internal memory, VT300 can store GPS coordinates when there is no GPRS connection or GSM unreachable areas, and send GPS data to server once GSM/GPRS recover, for replay back the history.

VT300 has the following functions and features:

- SMS/GPRS real-time tracking
- GPS and GSM base station (need GSM module) - the dual-targeted terminal
- Show Location Directly on Mobile Phone
- Track in Time Interval
- GSM Blind Area Memory (Can store the historical location data more than 10 days.)
- SOS Panic Button
- Movement Alarm
- Geo-fencing Control
- Low Battery Alarm (built-in battery)
- Speeding Alarm
- Engine Cut/ Stop Engine (optional)
- Listen- Voice Wiretapping (optional)
- Built-in Shake Sensor (optional)
- I/Os: 4 digital inputs, 1 negative output
- Alarm docking – positive
- Illegal ignition – positive
- SOS Panic Button –negative
- Built-in shake sensor alarm—negative
- Engine Cut-out put



For Your Safety

Read the simple guidelines. Not following them may be dangerous or illegal

Proper Connection When connecting with other device we provided, read carefully its manual so as to carry out correct installation. Do not connect it to other incompatible devices not provided by us.

Qualified Accessories Use original parts, qualified batteries and peripheral equipments to avoid damage.

Safe Driving Do not operate this product while the vehicle running.

Qualified Service Only qualified personnel can install or repair

Water-Resistance Main body is not water resistant. Keep it dry. Install it inside the vehicle.

Confidential Phone Number For safety reason, do not tell other people the SIM card number of VT300, without taking precautions of security settings.

SMS commands All commands in this manual are marked in green.

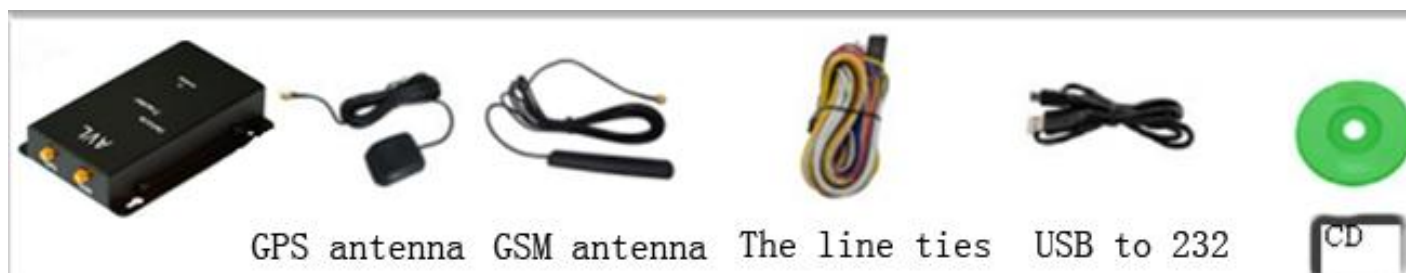
2. Characteristics

Items	Standard
Power Supply	+9V - +37V / 1.5A
Normal power consumption	≤35mA
Backup Battery	900mAh
Dimension	114mm x 80mm x 20mm
Installation Dimension	114mm x 83mm x 24mm
Main-frame Weight	0.125 KG
Wiring Weight	0.085 KG
Relay Weight	0.06 KG
Total weight	0.445 KG (with single box)
Operating temperature	-20 to 70 °C
Humidity	5% to 95% Non-condensing
Frequency	GSM900/1800/1900MHz / GSM850/900/1800/1900MHz
GPS Module	latest GPS SIRF-Star III chipset
GPS Sensitivity	-158dB
GPS Frequency	L1, 1575.42 MHz
C/A Code	1.023 MHz chip rate
Channels	20 Channels all – in – view tracking
Position Accuracy	10 meters, 2D RMS
Velocity Accuracy	0.1 m/s
Default datum	WGS-84
Reacquisition	0.1 sec., average
Hot start	1 sec., average
Cold start	42 sec., average
Altitude Limit	18,000 meters (60,000 feet) max.
Velocity Limit	515 meters/second (1000 knots) max.
LED	2 LED lights to show GPS/GSM status
Flash Memory	1MB (optional)
Button	One SOS Button
Interface	1 output 4 digital inputs (2 negative and 2 positive triggering)

3. Installation

3.1 Hardware and Accessories

VT300 is supplied in a box which includes (main body, GPS antenna, GSM antenna, cable + SOS and CD. USB to RS232 cable, relay, shake sensor and wire-tapping microphone are optional)

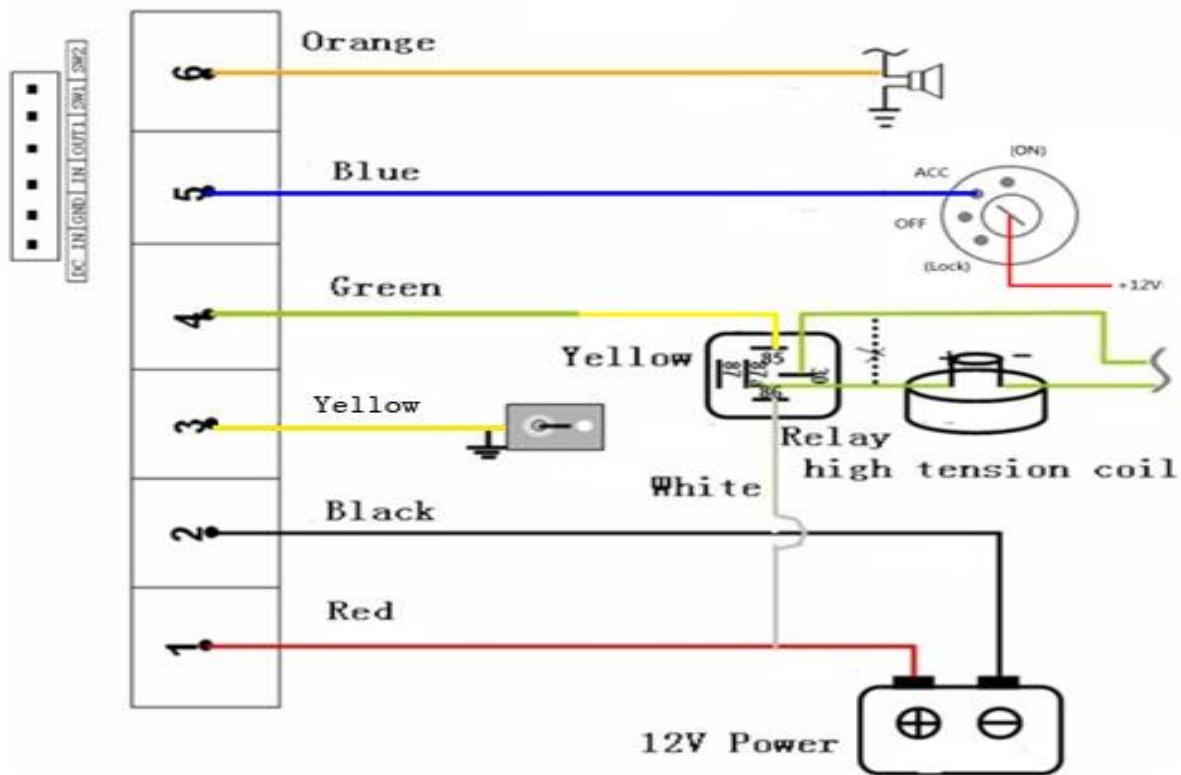


3.2View



3.3 Functional Parts List

LED Indicator status	
GPS LED (Green)	
Flashing (every 0.1 second)	The unit is being initialized
Flashing (0.1 second on and 2.9 seconds off)	VT300 gets GPS Signal
Flashing (1 second on and 2 seconds off)	VT300 no GPS Signal
GSM LED (Red)	
On	One call is coming in / one call is being made/ trigger the input port/receiving SMS
Flashing (every 0.1 second)	The unit is being initialized
Off	VT300 is not connected to the GSM network
Flashing (0.1 second on and 2.9 seconds off)	GPRS is offline
Flashing (1 second on and 2 seconds off)	VT300 is connected to the GSM network
Other functional parts	
SOS Button	SOS button is connected with the wires. Press it to send SOS alarm to the preauthorized phone number.
MINI USB port (convert to RS232 port)	Connect to USB to RS232 cable for firmware updating, configuring on PC and exporting stored data.
SIM Card Slot	To insert SIM card here
GSM Antenna Port	for GSM antenna
GPS Antenna Port	for GPS antenna
Screw Holes	There are 4 screw holes on the tracker, 2 along either side that act as fixing points to the vehicle
Microphone (optional)	A microphone to be linked out for listening to the cabin (wiretapping)



PIN	Color	Function
Power (DC IN)	Red	DC In (power input). Input voltage: 9V~37V.
GND	Black	Ground
IN	Yellow	Digital Inputs, is positive triggering.
OUT1	Green	Output. Low voltage (0V) when effective and open drain when ineffective. Output open drain sink voltage (ineffective): 45V max. Output low voltage sink current (effective): 500mA max.
SW1	Blue	Digital Input. Positive triggering alarm.
SW2	Orange	Working with vehicle original alarm, Alert when the original car alarm ringing for more than 8 seconds.

3.4 Connecting and Installation

Read this manual before using your VT300 and check if all parts are included in the packaging box.

3.4.1 Make sure you insert a working SIM card in.

- The SIM card should have enough fee (test the SIM in a phone to make sure it can send and receive SMS)
- Check that the SIM PIN code is turned off
- Before inserting SIM card, turn off the power of VT300.
- Unscrew and remove the front cover of VT300.
- Insert the SIM card by sliding it into the card slot with the chip module facing to the connectors on PCB.
- Screw the front cover after you finished.

3.4.2 Antenna Connection

Connect the GSM Antenna to VT300.

After connect GSM antenna to VT300, put GSM antenna perpendicular to sky, put other radio equipments away from the antenna to avoid mutual interference. Ensure that the signal in the normal reception (send) the first premise, hidden as far as possible.

Connect the GPS Antenna to VT300

Sucker down the GPS antenna (with suction side of the flat), place it in horizontal position, if necessary, double-sided adhesive can be fixed. No any metal shielding between the GPS antenna and the sky is allowed, ensure the antenna facing towards sky, no metal objects to the block in the top of the range of 120-degree angle, otherwise it will affect the satellite signal reception.

The proposed installation: a) top of the vehicle; b) inside the windscreen or dash-board; c) under plastic or fiberglass bumper.

3.4.3 Find a suitable place inside the car for installing VT300.

Wiring connections must be firm and reliable and the joints should be wrapped with insulating tape tightly. The unused electrical wire should be properly insulated.

Check if all wirings have been connected correctly and then connect the VT300 unit to the car power(battery).

Check that the Red LED is flashing 1 second on and 2 seconds off.

Check that the Green LED is flashing, has GPS signal if it is on, no GPS signal if off.

Make a phone call to VT300 and hang up to check if the calling can go through. Send SMS command **11111CHK** to the SIM card in VT300, to check if it will reply a SMS with GPS coordinates.

→ Install SOS button

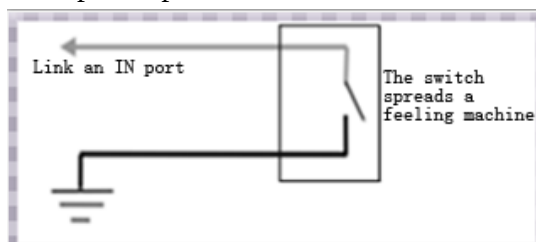
Install a place where very convenient to driver for press in emergency. After install and connect to tracker, press for 3 seconds, the LED would be on in green, for triggering the alarm.



Setup the SOS phone number, once press the SOS button, VT300 will send a message to the phone number.

→ Connect to the switch sensor

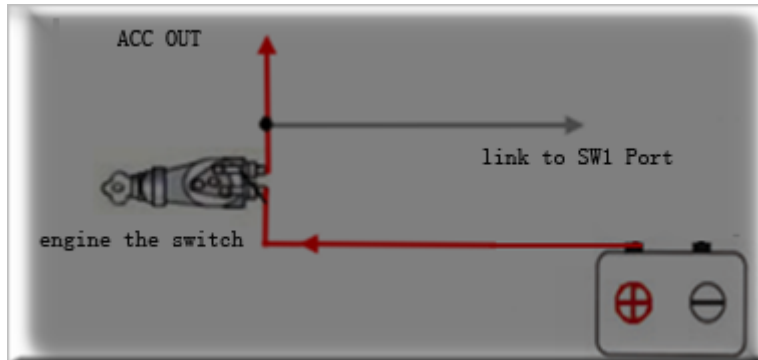
VT300 will send an alarm message to the preset phone number.



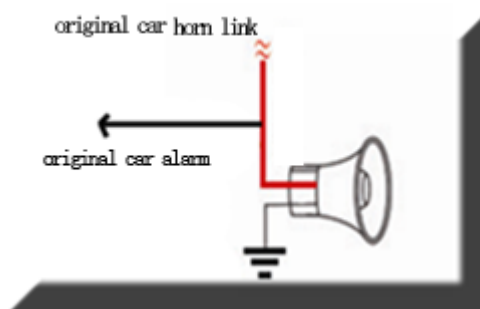
→ Check the engine installation

First send an arm command to allow the car drive into a state of alert.

SW1 port can be used to check the engine condition, when the engine started or shutdown, VT300 will send an alarm message to the preset phone number and platform.



→ Connect the original car alarm, VT300 will alert to center or owner while car alert.



4. Operating SMS Commands

Commands	Explanation	Reply	Remarks
111111CHK	Ask for the current status and GPS coordinates	Unit disarmed!263B2F2A,A,N=22.7268, E=114.2101,V=0,D=349	A GPS signal valid, V、H GPS signal invalid
111111ARM	Arm	Unit Arm!263B2F2A,A,N=22.7268, E=114.2101,V=0,D=349	
111111DSM	Disarm/Cancel alarm	Unit disarmed!263B2F2A,A,N=22.7268, E=114.2101,V=0,D=349	
111111STP	Cut the engine (stop the car)	Vehicle stopped! 263B2F2A,A,N=22.7268, E=114.2101,V=0,D=349	
111111STPx	Stopping the car by setting speed, when the speed drops below the set value, it will stop, x = speed.	Vehicle stopped! 263B2F2A,A,N=22.7268,E=114.2101,V=0, D=349	
111111RES	Restore after stop the car	Unit restored! 263B2F2A,A,N=22.7268,E=114.2101,V=0, D=349	
W111111,100	Reply Google link position	http://maps.google.com/maps?f=q&hl=en&q=22.540103,114.082329&le=UTF8&z=16&lwloc=addr&om=1	Google URL link

111111MON*	VT300 call the preset number, press the answer button to listen.		For SOS
111111MON:*	Set the phone number to listen, call VT300, can listen automatically.	Use the preset number to call VT300, it can listen automatically.	For wire-tapping
111111ASK	Check current VT300 version	SICOM-A-100908:,,81,,464,41393,3871,9985,33,12960,7433,103	Software version 100908
111111CMD:AT+GS N	Query VT300 IMEI number	356896033746589	
111111WWW:!	Check GPRS parameter Settings	111111WWW:IDN:56896038888888;IPN:xxx.xxx.xxx.xxx;COM:7020;APN:”CMNET”; 3;6;0;138	3: Updated the position every 30 seconds.
111111LOG:! RSTPARA!	Check GPRS VT300 initialization parameters except the password	111111LOG:1:x,2:x,3:x,4:x,5:x,6:x,7:x,8:1 Load default para!	8:1=Open GPRS Loading the initial value
RSTUSER!	Initialization VT300 password is 111111	Password reset ok!	Recover to111111

5. Setting SMS Commands

Command	Explanation	Reply	Remarks
111111PSW*****	change VT300 password from 111111 to new one	111111PSW*****	
111111*10phone number 1*20phone number*	Set 2 phone numbers as major control of which can get alert from VT300. Phone 1 can call to VT300 to arm or diarm.	111111*1013800138000*20075510086	13800138000 and 075510086 are the two major control phone numbers.
111111TEL:phone number ,phone number	Preset phone number to call VT300 to get GPS coordinates.	Unit disarmed! 263B2F2A,A,N=22.7268,E=114.2101,V=0,D=349	
111111RPT:1:1,	Open function of sending SMS with GPS coordinates in time interval.	111111RPT:1:1,2:x,3:x,4:x,5:x,6:x,7:x,8:x	
111111RPT:1:0,	Close function of sending SMS with GPS coordinates in	111111RPT:1:0,2:x,3:x,4:x,5:x,6:x,7:x,8:x	

	time interval.		
11111SEC:7:X	Set time interval, unit: minute	11111SEC:1:x,2:x,3:x,4:x,5:x,6:x,7: X,8:x	
11111OVF:X,	Speeding setting, Default 200 km	11111OVF:X	
11111SMS:1:1,	Reply SMS in Chinese.	11111SMS:1:1,2:x,3:x,4:x,5:x,6:x,7:x,8:x	SMS in Chinese
11111SMS:1:0,	Reply SMS in English.	11111SMS:1:0,2:x,3:x,4:x,5:x,6:x,7:x,8:x	SMS in English
11111RUN:7:1,	Open ACC time accumulated.	11111RUN:1:x,2:x,3:x,4:x,5:x,6:x,7:1,8:x	
11111GPS:7:1,	Open mileage accrual.	11111GPS:1:x,2:x,3:x,4:x,5:x,6:x,7:1,8:x	
11111ACC:0,0,	Clear ACC time accumulated and mileage.	00000,00000	
11111GPS:1:1,	Open GPS	11111GPS:1:1,2:x,3:x,4:x,5:x,6:x,7: x,8:x	
11111GPS:1:0,	Close GPS	11111GPS:1:0,2:x,3:x,4:x,5:x,6:x,7: x,8:x	
11111MOV:6:0,	Turn off movement alert.	11111MOV:1:x,2:x,3:x,4:x,5:x,6:0,7:x,8:x	
11111MOV:6:1,	Open the movement alert.	11111MOV:1:x,2:x,3:x,4:x,5:x,6:1,7: x,8:x	
11111RAD:XR:a,Y R:b,	Set range of motion detection, unit: 10 meters.	Set ok/5,1,1,250,134,141, 2243,11412,43583,126123	Motion range
11111RAL:XR:x,Y R:x,X:str,Y:str,	(XR is the latitude radius, YR is the longitude radius, unit 10 m; X is the current latitude, Y is the current longitude.) Latitude format: dd. Dddd; longitude format: ddd.dddd. Specific latitude and longitude can by sending 11111CHK.	Set ok/4,1,1,250,107,112,2243, 11412,43583,12612,3,	GEO-fence
11111RUN:1:0,	Close GPS power saving mode.	11111RUN:1:0,2:x,3:x,4:x,5:x,6:x,7: x,8:x	
11111RUN:1:1,	Open GPS power saving mode.	11111RUN:1:1,2:x,3:x,4:x,5:x,6:x,7: x,8:x	
11111RUN:2:0,	Close GPRS power saving mode.	11111RUN:1:x,2:0,3:x,4:x,5:x,6:x,7: x,8:x	
11111RUN:2:1,	Open GPS power saving mode.	11111RUN:1:x,2:1,3:x,4:x,5:x,6:x,7: x,8:x	
11111RUN:3:0,	Close GSM power saving mode.	11111RUN:1:x,2:x,3:0,4:x,5:x,6:x,7: x,8:x	

111111RUN:3:1,	Open GSM power saving mode.	111111RUN:1:x,2:x,3:1,4:x,5:x,6:x,7: x,8:x	
-----------------------	-----------------------------	--	--

6. Real-time GPRS Tracking SMS Commands

* Default: GPRS start. Send command **111111WWW:!/ 111111LOG:!** to confirm GPRS started or not.

Command	Explanation	Reply	Remark
111111WWW:IDN:str;IPN:str;APN:str;COM:str;RPT:x;	IDN: set ID: VT300 IMEI number,14 numbers (Note:IDN:the last 14 numbers of IMEI) ; IPN: set IP, APN: set APN, including the access point name, user name, password (if there are username and password for APN, please separated by commas. " COM: set port;"). RPT: GPRS upload location information by time interval, unit:10 seconds; parameters separated by a semicolon (;) Because APN, username and password are separated by comma. For example: the VT300 IMEI Number is 353358015198975 , Command should be :111111WWW:IDN:53358015198975;IPN:xxx.xxx.xxx.xxx;APN:CMNET;COM:7020;RPT:6;	111111WWW:IDN:53358015198975;IPN:xxx.xxx.xxx.xxx;APN:"CMNET";COM:7020;6;6;0;138	Setup IP/APN/COM port/ GPRS tracking time interval.
111111LOG:1:b,4:b,8:b,	1:b=0,Close GPRS alarm; 1:b =1,Open GPRS alarm. 4:b=0,No CRC; 4:b =1,CRC. 8:b=0,Close GPRS; 8:b =1,Open GPRS. Command:111111LOG:1:1,4:1,8:1,	111111LOG:1:1,2:x,3:x,4:1,5:x,6:x,7:x,8:1	Open/close GPRS & alarm.

7. Alarm information explanation (receiving by mobile phone)

VT300 send alarm information	Explanation	Received alarm information	Cancel alarm SMS commands
SOS alarm	Press the button to trigger the alarm for help.	Be robbed! 263B2F2A,A,N=22.7268, E=114.2101,V=0,D=349	111111DSM
Engine ignition alarm	Ignitions trigger the alarm.	Engine ignition ! 263B2F2A,A,N=22.7268,	111111DSM

car siren alarm	car alarm ringing for more than 8 seconds, trigger the alarm	E=114.2101,V=0,D=349 Lamp alert ! 263B2F2A,A,N=22.7268, E=114.2101,V=0,D=349	
Lower battery alarm	Alarm after the main power off	Power fail ! 263B2F2A,A,N=22.7268, E=114.2101,V=0,D=349	
Over-speed alarm	Alarm when exceeds the setting speed	Exceed limit 263B2F2A,A,N=22.7268, E=114.2101,V=0,D=349	111111DSM
Movement alarm	Alarm when move at the status of arm	Vehicle moved ! 263B2F2A,A,N=22.7268, E=114.2101,V=0,D=349	111111DSM
Geo-fence alarm	Alarm When the tracker moves out of a preset square scope	Cross border ! 263B2F2A,A,N=22.7268, E=114.2101,V=0,D=349	111111DSM
Shake alarm	VT300 shaken	Be vibrated ! 263B2F2A,A,N=22.7268, E=114.2101,V=0,D=349	111111DSM

8. Application Guide

☛ 8.1.Test VT300

Connect the GPS antenna and GSM antenna, insert a SIM card, put the GPS/GSM antenna outside, then connect to the 12V DC power supply, wait for 1 minute, call to VT300 to ensure it can go through.

☛ 8.2.Checking the current location

Send command “11111CHK” to VT300

Note: After installation, the first step is sending command to confirm there is GPS signal or not.

Reply: **Disarm! 308B15EB, A, N=39.8640, E=118.6520, V=0, D=170**

Disarm! : Car status, if alarm, it will show alarm information.

308B15EB: Base station code, for location

A: GPS signal is valid, **V:** got GPS signal ever, now is lost GPS signal. **H:** After restarting, passed 10 base station code and no change for longitude and latitude.

N=39.8640 °: latitude

E=118.6520 °: longitude

V=0: the current car speed is 0 km / hour.

D=170 °: direction angle

☛ 8.3.Track by Mobile-phone with Google Link

Command: **W111111,100**

Send this command to the tracker and then you receive an SMS with an http link.

<http://maps.google.com/maps?f=q&hl=en&q=22.540103,114.082329&le=UTF8&z=16&lwloc=addr&om=1>

Click on the link then the location can be shown directly on Google Map in your mobile phone.

Note: Only smart phones and PDA supports this function.

For example: **W111111, 100**



☛ 8.4. Set phone number for receiving the alarm message

Command: **11111*10 phone number 1*20 phone number 2***

Send command “**11111*10 phone number 1*20 phone number 2***” to VT300.

Phone number 1 and phone number 2 are selected by users.

For example: 11111*1013800138000*2010086*

If alarm, phone number 1 and phone number 2 can receive the alarm message.

☛ 8.5.Arm/Disarm

Use phone number 1 to call VT300, it will hang up and call back: the car is under Arm status.

Or send command 11111ARM, when the car is vibrated, engine ignition, both can trigger to alarm.

When open the front car door, use phone number 1 to call VT300, it will hang up: the car is under Disarm status.

Or send command **11111DSM**, when the car is vibrated or engine ignition, no alarm.

☛ 8.6. Change Password

Command: **11111PSW*******

Description: Change user's password.

Note:

1. ***** is new password and the default password is 111111. The tracker will only accept commands from user who has the correct password. Commands with wrong password will be ignored.
2. If forget the setup password, send command “**RSTUSER!**” to resume back the default password 111111.

☛ 8.7. Listen (Voice Wiretapping)

Command: **11111MON***

Description: Authorize a phone number to make a silence call to the tracker, the track answers the call automatically and allows the caller to listen to what happens around the tracker. There is no voice indication that the call is in progress.

☛ 8.8.Tracking by SMS

Report location by SMS interval (reply longitude and latitude)

Set two commands as below:

1. **11111RPT:1;1**, to open function of reporting location by SMS interval

2. **11111SEC:7:X**, X: SMS time interval. Unit: minute. This command is to setup reporting time interval. VT300 will reply a SMS with longitude and latitude to the user's mobile phone.
3. **11111RPT:1:0**, to close reporting location by SMS interval.

8.9. Engine Cut

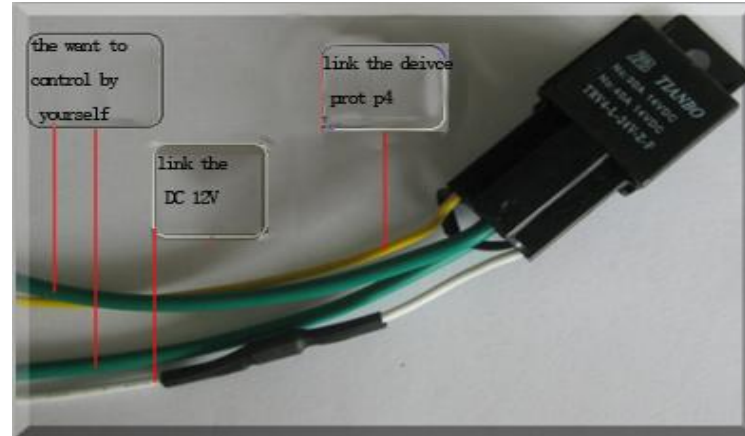
Send Engine Cut command, by platform or SMS.

Engine Cut command: **11111STP**

Cancel command: **11111RES**

Can receive the reply from VT300 after sending commands.

Note: the above function can be got upon connect a relay in between tracker and car power supply.



8.10. Power-saving & Parking mode

For example: The car stays in garage for a long time, you can setup VT300 in power down mode (for power-saving purpose), when vibrated, it will recover to work normally again.

Send command **"11111RUN:1:1, 2:1, 3:1,"** to VT300 will be switched on power-saving/sleeping mode.

Cancel Sleep mode, sending command **"11111RUN:1:0, 2:0, 3:0,"** to cancel sleeping mode.

For example: when need to park the car, close uploading the data by GPRS. When start the car, it will upload the data by GPRS automatically, and recover once be vibrated.

Send command **"11111RUN:1:1, 2:1,"** to VT300 will be switched on parking mode.

Cancel Parking mode, sending command **"11111RUN:1:0, 2:0,"** to cancel.

8.11. Initialization

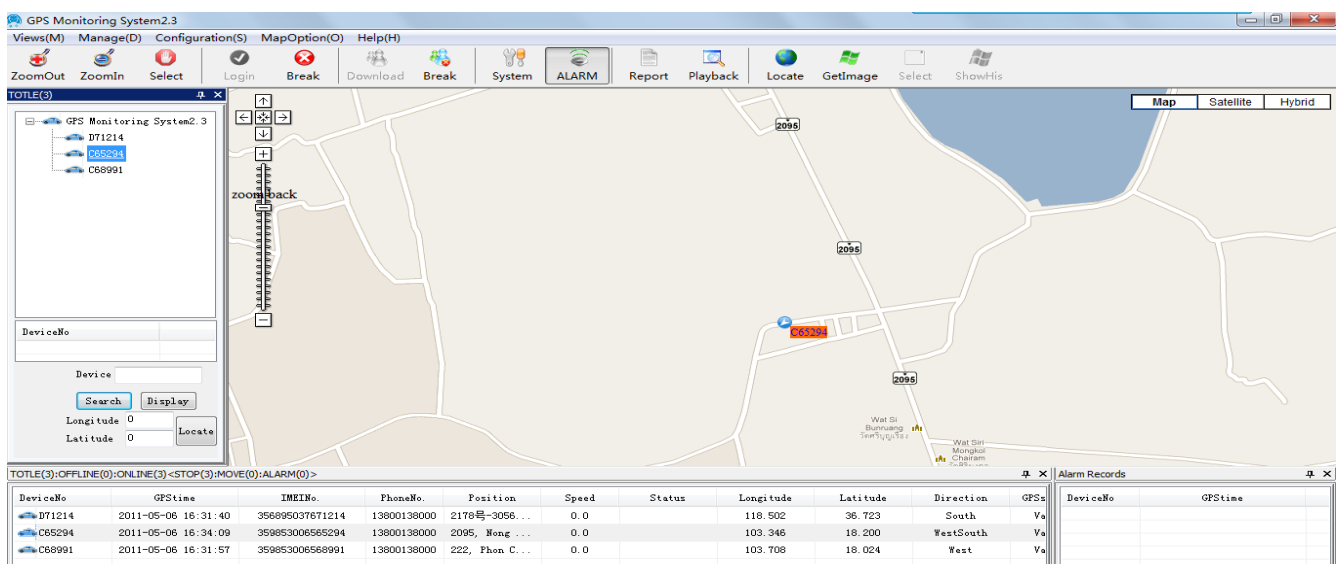
If you forget the password or need resume back to factory default setup.

Just send the following commands

Send **"RSTPARA!"** to VT300 to resume back to factory default setup.

Send **"RSTUSER!"** to resume to original password "11111", after sending thing command, need to send another command **"11111*10 Phone number 1*20 Phone number 2*"** to VT300 to re-setup major authorized control phone numbers.

9. Client Software Platform



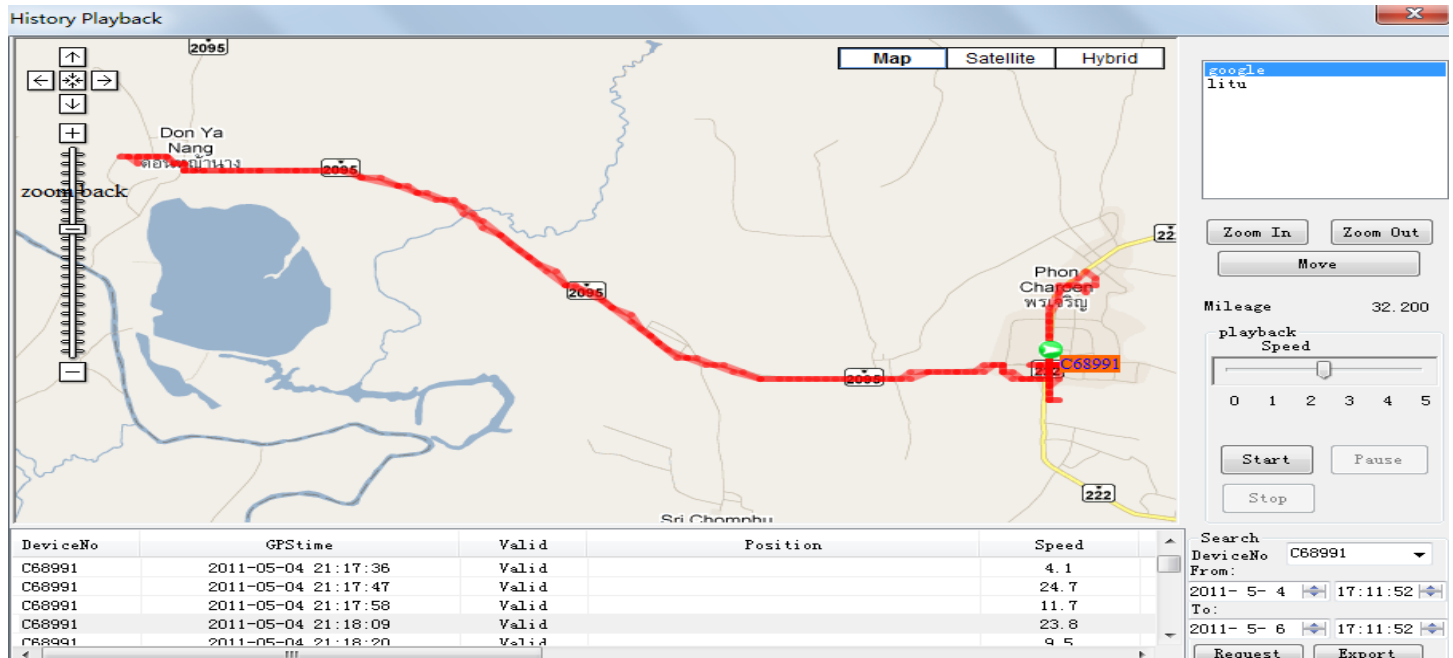
User name and password would be required when login the client-software, contact with the supplier can get user name and password.

User name and password can be both used in client software and web tracking platform.

Main function: Immediate positioning, history playback, 51map / Google map / satellite map for free switching, license plate display different color represent different status, red alarm line display alarm type, ACC time accumulating and mileage accumulating display.

Related information would be displayed when mouse moved to the device list bar.

Interface of history playback:



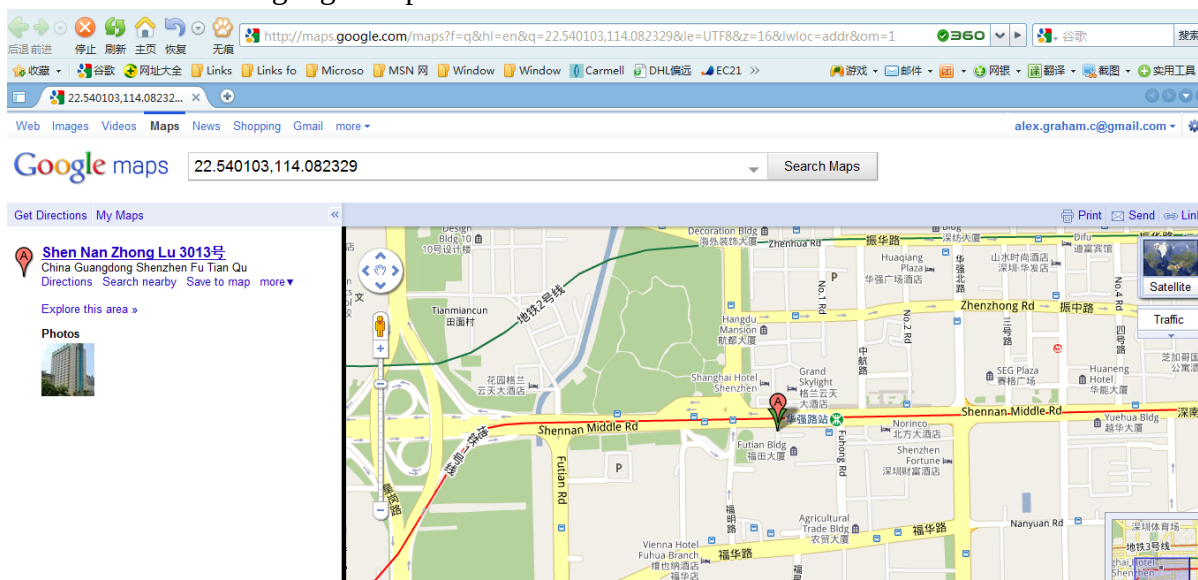
10. Web GPRS tracking platform

We provide GPRS protocol to customers to conveniently connect our VT300 to your current GPRS web-tracking platform.

11. Inquiry about position by Google earth and Google map

SMS by command for inquiring the current position of the vehicle then put longitude and latitude into Google web platform. Send SMS command **“W11111,100”** to the device, following information would be received then:

<http://maps.google.com/maps?f=q&hl=en&q=22.540103,114.082329&le=UTF8&z=16&llwloc=addr&om=1>, click on it, you'll see the location on google map.



Enter Google map webpage of <http://maps.google.com>

Free for download : Google earth software web of <http://www.google.com/intl/en/earth/index.html>

12. FAQ

NO.	Q	A
1	SIM card slot cannot be found of the device surface	Firstly, use the screwdriver to unscrew the screws and open the case, unplug the SIM card slot of the device on the back, then insert the SIM card correctly.
2	Inquiry command replied the following message: Disarm!263B2F2A,V,N=22.7268 E=114.2101,V=0,D=349	V means that no GPS signal currently; maybe position of the device shield by tall buildings, or device was indoors.
3	Can I directly use out power to VT300?	Yes, power supply can be directly used without built-in battery. Verify that the power parameters achieved 12V/1.5A
4	Device number can be changed anytime?	No, last 14 digits of the IMEI number in the GSM module as the device number. Any change may cause the GPRS signal fail.
5	What would be needed for the simple installation?	A SIM card with activated GPRS function Connect the GSM antenna Connect the GPS antenna Connect the power wire (red, black)
6	How to get client software platform user name?	Get it from the supplier
7	What kind of maps can be used in client software platform?	Google map is included.

13. Trouble Shooting

NO.	Trouble	Possible causes	Solution
1	Indication LED light was not on when power supply ready, answer power off when calling the device.	Wire of the main power loose and cannot work	Measure voltage with a multi-meter if it is not reach 12V, check the power wire.
		External power not connected, low battery of the built-in battery.	Connect the main power for the built-in battery charging.
		Port was not connected well.	Insert again.
2	No messages replied from device	GSM antenna was not connected well.	Connect well again.
		GSM network busy.	Wait for reply message.
		Device in power saving mode.	Cancel the power saving mode.
		Wrong password of the device.	Enter the correct password.
		Insufficient balance fee of SIM card	Recharge for the SIM card.
		SIM card is out of the shape or damaged.	Replace the SIM card.
		roaming service not enabled	Roaming service of the SIM card should be enabled

3	Location cannot be seen on the client software at the first time.	Device number doesn't correspond	Reset the number
		Wrong IP setting.	Enter the correct server IP address.
		APN incorrectly.	Search the APN of the SIM card company.
		Port error	Set the correct port.
		Non-activated GPRS function of the SIM card.	Activated the GPRS function for the SIM card
		GSM signal weak.	Move to the strong signal area.
		GPRS function was not on.	Send the command to turn on the GPRS function.
4	Color of the device icon is in gray on the client software, there is no current position displayed on the client software.	SIM card been suspended.	Recharge for the SIM card.
		GSM signal weak.	Move to the strong signal area.
		GPRS connecting was cut.	Wait for GPRS recover again.
		Device was in the parking garage where GSM signal is weak.	Leave the parking garage.
5	Cannot alarm	Alarm receiving function is not set to the phone number.	Send the command of 11111* 10phone number1*20phone number2 *to set the alarm receiving function.
		Did not arm.	Send command 11111ARM to arm
6	Can't stop the engine.	Speedy driving.	Control the car speed lower than 30km/h.
		Relay is not installed correctly.	Connect correctly when install.
		Wrong command of car stopping	Send the correct command.
7	Wrong password	Send SMS to resume the password.	RSTUSER!
8	Unavailable after changing the car number on the client software.	Didn't click disconnection function of the shortcut menu.	Disconnect first, then connect again, or re-start the software (effective-time is during 0-10minutes)

14. After-sale service and Technical Support

Limited warranty.

1) This limited warranty applies to users of our GPS tracker unit (hereinafter referred to as "consumers") from us or our distributors to purchase the GPS tracker or product accessories (hereinafter referred to as "Product").

2) The product from the date of ex-factory, consumers enjoy one year free warranty service. You'll get the services during the free warranty period.

① As the product of the lack of materials and workmanship caused damage to the equipment, the company or its authorized service centers are responsible for the free warranty.

② caused due to human factors of seller in equipment damage, the company pay or its authorized warranty service center to collect the appropriate maintenance material cost.

3) The following conditions are not covered under warranty for free.

I consumer mishandling damage.

II out of product use conditions (such as flooding, deformation, power supply beyond the normal scope of work, etc.), vehicle maintenance and other circumstances accidentally leaving equipment damaged.

III free warranty expires. However, the company or its authorized service centers are responsible for life-long service with charge to consumer.

4) During the warranty period (including the free warranty period), consumers without authorization to open the device caused damage to the equipment, our company will no longer provide service.

Contact us:

If you have any problem when using the product, please send an email to our technical support department.

E-mail: marketing@gpstracker911.com

MSN: gpstracker911@hotmail.com

Skype: gpstracker911

GPS Tracker 911

View Products

http://www.tradekey.com/product_view/id/1758089/.htm

View Company Profile

http://www.tradekey.com/profile_view/uid/5376663/.htm

Related Products: gps tracker, gps avl